



Mr. Arash Zarei
President
CoStreet Communications, Inc.

Dear Mr. Zarei,

You recently asked for more clarification on the outage you experienced in January 16th. The following information hopefully answers those eighteen questions in detail.

1. Which Central Office was contacted? The Network Reliability Center (NRC) contacted the Lafayette Main Central Office at approximately 1:34 on the transmitter card failure. Prior to that time no contact was made to field personnel.
2. Was contact to Craft or Management? Initial contact was from craft in NRC to craft in the Louisiana Work Management Center, the management team was involved on the subsequent ring outage.
3. Why didn't ticket go thru the ACAC or the LA Work Management Center? The NRC is the alarm monitoring entity for BellSouth. Any customer specific reports are handled by the ACAC while both the ACAC and the NRC interface with the Work Management Center to coordinate resource deployment.
4. What was the method of the Automated Handoff? Our Work-Force Administration system (WFA-C) formerly known as CIMAP handles all handoffs between departments.
5. Was there a follow-up phone call? Was a follow-up of any type made after the ticket was issued? The initial transmit card failure did not have a follow-up call made until after the ring outage occurred. The subsequent ring outage reported to the ACAC resulted in ACAC management intervention as well as Work Management Center involvement.
6. Who at BellSouth was watching the clock on this ticket for Internal Escalation? Internal escalation calls was not made by the NRC, however, the ACAC escalated to the Louisiana management team to facilitate expedient restoral after the ring outage report was received.
7. Who accepted or picked up the ticket at the Local Level, at what time and when did work or planning for the restoral start? After the ring outage occurred, the ACAC handed the ticket to the Louisiana WMC and escalated to the manger in the WMC and also to the central office manager.
8. It should be well known throughout Bellsouth that a Local SONET Tech is generally not sitting next to a Trouble ticket System-was a person-to-person contact initiated at any time before the fiber failed? There was no contact to a technician prior to the actual ring failure.

9. At 12:50pm-Aerial splice Failure-2 Hours passed from the time the Transmitter failed and the Aerial splice damage occurred. How can a ticket of this nature be issued with no apparent follow-up and left in a ticket queue for a Two Hour period? Generally, a ring placed in Simplex condition is critical but not service affecting. Our NRC usually facilitates the repair of rings in this condition within 6 to 8 hours. Unfortunately, in this case, service was impacted by multiple faults occurring within a very close proximity of each other (transmitter card failure and the subsequent pinched fiber).

10. If it was known that there was a SONET Ring operating in an impaired condition, why was work allowed on the Protect Side of the ring? The transmitter failure was on Primary side of the ring and unfortunately the pinch fiber was on the protect side. The technician that caused the pinched fiber was not working on the ring itself but was working in the cable sheath that contained the protect side fiber. He had no way of knowing the ring was in simplex condition or that he caused the outage.

11. Why did the Tech doing work in the Aerial Splice Case depart without a call to a NOC or other Surveillance department to make sure all Systems were good before leaving? The technician's must log in with the WMC before opening and closing splice cases. This technician followed the procedures but was unaware of the problem he induced into the ring by pinching the fiber as he was closing the splice case.

12. Why did BellSouth NRC or other group not notify CoStreet about the transmitter failure before the Fiber Damage? Why didn't BellSouth pro-actively contact CoStreet and advise of the Ring impairment? The transmitter outage was not service effecting and generally we are able to resolve these problems prior to ring outages. However, BellSouth will investigate developing a process to notify CoStreet of any simplex condition that can potentially impair service.

13. When was the Ring restored to full route diversity - meaning, when was the splicing on the damaged aerial fibers completed? Splicing was completed on 1/17/02 at 12:20pm.

14. What measures are going to be put in place by BellSouth to ensure tickets are picked up in a timely manner? The NRC instituted a process of notification to the General Manager and the Field Manager responsible for the turf where a simplex condition may exist. We believe this will heighten the sense of urgency of repair.

15. How are internal timers going to be used to ensure someone at BellSouth owns a ticket and it is not just dropped off with no internal escalation? BellSouth stress what we call "The Customer Rules". These rules are: 1) Take Ownership and Show We Care, 2) Be Responsive and Deliver, 3) Do It Right, 4) Make It Seamless and 5) Meet Our Commitments. The rules are engrained in everyone throughout the company and reflect our commitment to eliminating execution issues.

16. What measures are going to be implemented by BellSouth to notify Local Field personnel of impaired status of rings? Immediate escalation to the turf General Managers and Field Managers of rings in simplex condition by the NRC is the new process implemented by BellSouth.

17. What assurance is there that a future failure of one path of a ring will stop work in or around the protect path? BellSouth can not assure you that a failure on one path will stop work in or around a protect path, however, we can assure you that every effort will be made to prevent any outage from occurring on a ring either by equipment failure or workman error.

18. How can BellSouth explain the 3 hours it took to replace the transmitter module? Again, normally our Network Reliability Center can facilitate the normalizing of a ring within 6 to 8 hours without experiencing the type outage you had. We were not as aggressive with our escalation process as we should have been and subsequently experience an additional complication that caused the outage.

On behalf of BellSouth, let me apologize for this outage and its impact on your end-users. We believe our processes are sound and can provide you with the level of service you expect and deserve. We are committed to serving you and fully expect to delight you as a customer. In the future, if you have any operational needs, please contact me @ 205-988-6800.

Sincerely,

Keith Andrews

Operation AVP

BellSouth's ACAC/ICSC